

Frequently Asked Questions

What if my child misplaces or forgets to bring his or her season pass for a scheduled visit?

Each student will be issued a season pass with his or her name and school or group name on it. **ANY child who loses or forgets their pass will need to purchase a replacement pass for \$5 to participate with their school or group that day/night.** We're sorry, but we cannot make exceptions to this policy.

If there is a possibility my child may receive ski or snowboard equipment as a gift, should I sign up for rentals?

YES! Rentals are included in the package. If you later determine that you do not need rentals, please let your school or organization coordinator know. Please **DO NOT** call Gunstock directly to add or subtract rental gear for your child: these changes should be handled by your school or organization's coordinator.

What if my child already has a season pass to Gunstock?

The program cost includes a season pass. If you have previously purchased a season pass, please contact the Welcome Center 603-293-4341, extension "0" for a refund. You must still complete the Outreach online registration process to be considered part of an Outreach program.

What if my child does not want to take the lesson?

Gunstock offers lessons for every ability level and highly recommends (but does not require) that every student participate. However, many schools and organizations do **require** participation in lessons, and you must follow the policy of your school or organization. The cost of the program **does not** change if the student does not to participate in the lesson.

What if my child is ill and cannot participate for a given week during the program? Will they be entitled to a refund?

A refund is only issued if the injury or illness prevents the child from participating in the **remainder** of the program, and is documented by a physician. We do not issue refunds or schedule make-up lessons for short term illnesses such as the flu or a cold, or for scheduling conflicts that may arise outside of the program.

What if my child has an injury or illness and cannot continue to participate in the program?

If your child cannot complete the remainder of the program due to injury or health issues (withdrawing completely), Gunstock will gladly issue a pro-rated refund onto a gift card. You must provide a doctor's note stating the date of the injury or illness and complete a refund request form. The documents should be given to your group's coordinator, who will submit them to Gunstock. Please submit these documents within 10 days of the injury or illness.

What if I forget to submit a refund request for my child? Can I do so once the program ends?

All refund requests must be submitted within 10 days of the date of the injury or illness. No refunds will be issued outside of these time frames.

What if my child feels that the lesson group they are in is not appropriate for their level and ability?

This year, we have clarified the Lesson Level descriptions. Please go over these carefully with your child to select the appropriate lesson level before the program begins. Any concerns relating to the lesson level once the program starts should be brought to your group Coordinator's attention. Please also understand that lessons are designed to build your child's skills, and as such, lessons may be conducted on easier terrain than your child typically skis or rides. Gunstock's instructors, in conjunction with the school/organization coordinator, will make the final decision as to the appropriate lesson level for each student.

My child's instructor said my child should move up or down a level for the next class, but my child wants to stay with his or her current group because that's where his or her friends are. What do I do?

Please direct all concerns about your child's lessons to your school or organization's Coordinator. Please also remember that Gunstock's instructors are working to improve the skills of all the students in a group – a student who is significantly less advanced than the rest of the group hinders learning for the rest of the group, and a student who is significantly more advanced will not get as much benefit out of that lesson time. Remember: your child will also have free ski/ride time to be with his or her friends!

What if my child wants to switch from skiing to snowboarding or vice versa each week?

Your child may switch one time immediately following the first week of the program. We cannot make exceptions to this policy after the second week.

What happens during inclement weather?

At Gunstock, we love winter weather! However, your group's coordinator may determine that it is best to cancel on a particular day and schedule a make-up session later in the season. If the group cancels, no program lessons will be held that day. However, as a season pass holder, your child is entitled to discounted lessons, so if you bring him or her to the mountain anyway, feel free to sign him or her up for an extra lesson!

If I have any questions about the program, who should I contact?

Please direct all questions, concerns, and comments to the Outreach Coordinator for your school or organization.